"Leveraging AI Chatbots in Medical Assistance: A Transformative Approach to Healthcare Delivery"

[1]K Sabari Krishna,[2]T Roshini, [3]Dr.Sharath P C
sabarikrishna01@gmail.com, taridaluroshini@gmail.com
Student, Student, Assistant Professor
Department of Electronics and Communication Engineering
Faculty of Engineering and Technology, Jain (Deemed-to-be University), *Bengaluru, India*.

ABSTRACT:

Conversationally designed automated medical Chatbots present a valuable opportunity to improve healthcare access and lower costs. These bots use advanced technology to engage with patients, offering tailored health insights and diagnoses based on their input. Even with the increasing interest in automated medical solutions, there remains a notable gap in accurately identifying symptoms and providing diagnoses through Chatbot. Many current systems find it challenging to offer dependable healthcare advice, which can result in misdiagnoses and a loss of patient trust. To address this challenge, we created a medical analysis bot that interacts with sick individuals about their health issues. Our chatbot employs basic symptom analysis to deliver personalized diagnoses, achieving an average symptom identification precision of 65%. With a reminisce rate of 65% and a precision of 71% for diagnosed symptoms, the analysis aids patients in better understanding their health conditions, setting the stage for further medical evaluation. The encouraging results from our chatbot suggest its potential as a trustworthy resource in healthcare. As technology advances, we anticipate the development of more advanced automated medical devices that can improve the efficiency of healthcare delivery. This progression could lead to better patient outcomes and a more cohesive approach to health management in the future.

Keywords: Interactive bot, AI medical advisor, AI health advisor(chatbot), Language understanding technology, User-machine interface and bot.

INTRODUCTION:

A medical chatbot that is automated uses human communication using Language understanding technology (Natural language processing) diagnosis to offer medical assistance support. The vast amount of information available online allows chatbots to provide accurate and structured data based on customer demand and requirements. Chatbots are utilized in clients service and other Aidance and services, Remote Help, Online Instructors, and for online reservations, as well as for casual discussions. Our creation, a diagnosis bot, interacts with patients and employs normal language to describe their condition. The robot asks for pertinent information, such as name, age, etc., and request symptoms. Patterns can be removed from messages by our bot. Using Artificial Intelligence Scripting (AIML in XML (Extensible Markup Language) based to reinforce Applications of Artificial Intelligence or Intelligence automation. The arrangement asks increasingly detailed queries to get information and a sound diagnosis. The main elements of our system consist of: Identification and extraction of clinical signs deriving from the talk working with the Consumer, precise identification of analyzed symptoms to signs of condition that were entered into the database. gaining acknowledgment and directing the patient to the most suitable expert, if necessary, the technique was likened to the well-known Chatbot as well. available. Our objective is to prove how the Advised health advisor would work better than a lot of the current bots in the field of medicine.

The use of Chatbot powered by artificial intelligence to deliver medical advice and enhance access to healthcare has been investigated by a number of academics. An article concentrated its investigation on a medical chatbot driven by artificial intelligence. This work tackles the urgent need for precise medical guidance, taking into account the fact that while a specialized machine is inherently less prone to errors in symptom monitoring, whereas doctors may occasionally slip up. As more publicly accessible Chatbot for prevention, diagnosis, and treatment becomes available, it is clear that Chatbot are emerging as a potential platform for healthcare services.

Examining how the chatbot integrates key design principles for clinical services, emphasizing human-AI collaboration and transparency in Artificial intelligence powered automation and decision logic or judgement demonstrated a cutting-edge chatbot program that uses machine learning to diagnose medical conditions. By diagnosing illnesses and predicting likely outcomes prior to visiting a physician, this chatbot hopes to lower consultation expenses and improve patient understanding of medicine. The chatbot predicts patient symptoms by matching patterns. The software also provides a map with the locations of nearest doctors and an SOS button so that users may get help right away. We have created a clinical chatbot system to save healthcare expenditures and increase the availability of medical information for a range of patients.

Some Chatbot function as medical reference books, guiding patients on their health conditions and advocating for healthier lifestyles. The genuine value of a chatbot for the user is unlocked when it is capable of identifying any type of illness and delivering relevant information. In order to help patients live healthy lives, an online first aid and pharmaceutical system have been put in place. Health care is an essential component for people.

TABULAR COLUMN:

Table 1 Actual Medical Solving Techniques associated questionnaire

Medical Inquiry Identifier	{Qi} Medical Query	|Qi| Questionnaire Size
1.	I have an acute fever what medication should I take?	9
2.	I have a fever; how can I lower it and what could be the cause?	13
3.	I have a cold, what are the remedies to alleviate it?	4
4.	I have a severe cold, what medication should I use?	4
5.	I have a cough, how can I ease it and what could be the cause?	8

6.	I have a Viral infection, what are the treatments to alleviate it?	4
7.	I have a severe cold, what remedies should I use?	4
8.	I have a headache, what is the best medication?	9

In the initial phase, the AHAB system preprocessed the input set of medical questions, denoted as Q, containing r questions related to medical diagnoses. This process, using the Prearranged Response and Query Model [PRQM], is shown in Table 2. The output of preprocessing the questionnaire set overline{Q}= overline {Qi} for *i*==1, 2, is illustrated in Table 3.

Table 2 Prearranged Response and Query Model [PRQM]

Words like is, are, the, with, there, it, and, but they, three, this, that, then, will, should, has, had, their, could, can, did, etc.

Table 3 Outcome of Preprocessing Task on the Input Questionnaire Collection (Q)

Medical Questionnaire ID	Pre-processed Medical Questionnaire	Questionnaire Size
1.	I have acute fever medicine	5
2.	I have fever, reducing the temperature, diagnosis	6
3.	I have sore throat what are the remedies	4
4.	I have a severe cold, what are the cures?	4

5.	I have cough what are the diagnosis?	4
6.	I have solutions to relieve my cold.	4
7.	I have powerful treatment for a severe cold.	5
8.	I have medication for intense headache pain.	5

Next, the AHAB system categorizes the preprocessed questionnaire collection into k distinct health classes, each labeled with a specific illness name such as fever, cold, cough, and headache such that (DL=DL_e) These labels correspond to their medical diagnoses (DA=DA_e), as explained in subsection 3.2, using the PCLF and PRQM models, as shown in Table 4. The result of training the questionnaire collection overline {TQ}, including the medical questions, respective class labels, and their corresponding diagnoses, is presented in Table 5.

Table 4 Preset Category Label Framework (PCLF), Preset Query and Response Model (PQRM)

Condition [Preset Category Label Framework (PCLF) (DL_e)]	**Guidance [Preset Query and Response Model (PQRM) (DA_e)]**	**MEDICINES**
Fever	Verify your temperature first and adhere to the treatment instructions. below: If your temperature is between 98°C and 101°C, take one of the prescribed medicines and consult a physician:	**For Adults:** "Ibuprofen 400mg / Paracetamol 500mg / Aspirin 300mg. **For Children:** Calpol, Panadol, Motrin.
Cold	For a severe cold, take one of the following medicines	**For Adult:** Robitussin, Mucinex DM. **For Children**: Benadryl Pedicure.

Cough	For a persistent cough, use one of the listed medicines:	**For Adults:** Theraflu, NyQuil. **For Children:** Bromfed, Delsym.

Table 5 Result of Instructed Processed question overline {TQ} the Pre-Processed Questionnaire Collection overline{Q}

Medical Question ID	Instructed Processed question overline {TQ}	Treatment Class Tags (DL_e)	Treatment Class Tags Solution or Answer (DA_e)
1.	I am running a temperature, what medicine should I take?	Fever (High temp)	Verify your temperature first and adhere to the treatment instructions. If the temperature is between 98°C and 101°C, take one of the following medicines and consult a physician: **For Adults:** "Ibuprofen 400mg) / Aspirin 300mg / Cefalexin 250mg **For Children:** Calpol, Motrin, Pedialyte.

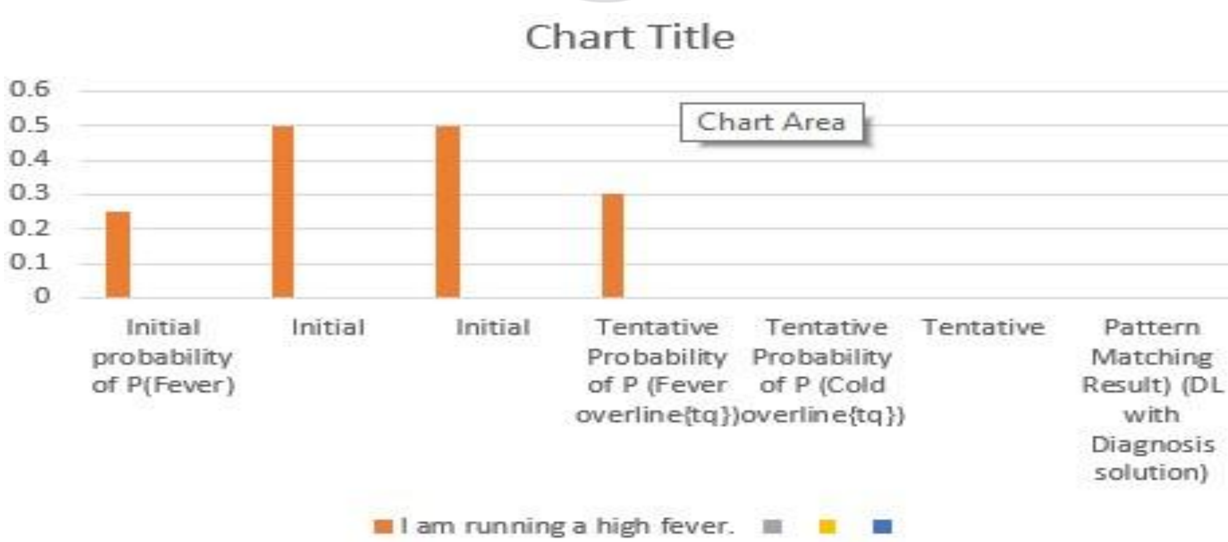
2.	I have a fever, what is the diagnosis?	Fever	Diagnosis based on symptoms and body temperature, follow recommended treatment if fever persists.
3.	I have a cold, what are the remedies?	Cold	For severe cold, take one of the following medications: **For Adults:** Sudafed, Vicks NyQuil **For Children:** Benadryl, PediaCare.
4.	I have a severe cold, what medication should I take?	Cold	**For adults:** Take medications like Sudafed or Vicks NyQuil. **For Children**: consider Benadryl or PediaCare.
5.	I have a cough, what is the diagnosis?	Cough	For a persistent cough, try the following: **For Adults:** Delsym, Theraflu **For Children:** Bromfed, Delsym.
6.	I have a cold, what are the remedies?	Cold	For severe cold, use medications: **For Adults:** Sudafed or Vicks NyQuil. **For children:** Benadryl or PediaCare.

7.	I have a severe cold, what medicatio n should I take?	Cold	Same medications as cold treatment for adults and children: Sudafed, Vicks NyQuil,
			Benadryl, or PediaCare.
8.	I have a severe headache, what medicine should I take?	Headache	For headaches, consider: **For Adults:** Ibuprofen 400mg , Naproxen 250mg). **For Children:** Junior Tylenol, Children's Advil.

<u>Table 6 Test Medical Question (tq)</u>

Assessment Questionnaire {AQ}	**Authentic Assessment Questionnaire {AQ}**	**Preprocessed Assessment Questionnaire overline{tq}**
<u>AQ1</u>	I am running a temperature [Specific]	I have high temperature [general info]

<u>Table 7 Pattern relating outcome for test query overline{tq}</u>



LITERATURE SURVEY:

Research on the use of conversational agents in healthcare has expanded rapidly in recent years, driven by the promise of making medical support more accessible, affordable, and user-friendly. What began as simple rule-based systems has evolved into intelligent chatbots capable of understanding natural language, interpreting symptoms, and offering preliminary medical guidance. Studies consistently highlight that such tools are particularly valuable in early triage and patient education, where immediate human medical support may not always be available. Across the literature, chatbots are described as a bridge between individuals seeking quick medical information and the more time-consuming process of consulting a healthcare professional.

Despite their potential, accuracy remains a central concern. A large body of work evaluating online symptom checkers shows that many systems still struggle to consistently identify the correct condition from user-reported symptoms. Several widely cited analyses report that diagnostic accuracy varies greatly across platforms, with some identifying the correct condition less than half of the time. Later systematic reviews reinforce the conclusion that reliability is uneven, often depending on the methods used to extract symptoms and the data on which these systems were trained. Yet, the same studies also point out that performance improves as systems gather more real-world data, suggesting that with continued refinement, chatbots could become significantly more dependable diagnostic aids.

A key distinction in the literature is between traditional rule-based chatbots and newer machine-learning-driven systems. Rule-based designs, such as AIML-based chatbots, rely on predefined patterns and structured dialogues. They are transparent, predictable, and easy to validate, which makes them suitable for guiding users through structured symptom-collection flows. However, they often struggle when faced with varied phrasing, ambiguous descriptions, or complex combinations of symptoms. On the other hand, machine-learning systems, including neural language models, can handle natural language far more flexibly and infer patterns from large datasets. The trade-off is reduced interpretability and a greater risk of unpredictable or biased responses if the underlying data is flawed. Many researchers therefore argue that hybrid models—combining transparent rule-based steps with intelligent inference—offer the best balance of safety and performance.

Another recurring theme in academic studies is the need for consistent evaluation standards. Several reviews emphasize that chatbot research suffers from fragmented reporting practices, where different studies use different metrics, datasets, and testing conditions. This inconsistency makes it difficult to compare models or validate claims about performance. As a result, researchers call for more structured evaluation frameworks, including the use of clinical vignettes, real patient data, and standardized metrics for accuracy, precision, recall, and user trust. Such consistency would allow the field to progress more reliably and enable meaningful comparison across different chatbot systems.

Concerns about safety, fairness, and ethical use also appear throughout the literature. Large-scale analyses have shown that conversational AI can unintentionally reproduce misinformation or biased medical assumptions if not properly designed and monitored. This has shifted attention toward building transparent reasoning paths, ensuring safe escalation to human professionals, and identifying areas where a chatbot should never attempt to provide definitive medical judgment. Many scholars emphasize that chatbots are most effective not as replacements for clinicians, but as supportive tools that help patients navigate their symptoms, prepare for clinical visits, and make informed decisions.

Beyond technical performance, user experience plays an important role in determining real-world adoption. Research stresses that chatbots must be intuitive, culturally sensitive, and accessible to individuals with varying levels of digital literacy. Many existing systems fall short in these areas, limiting their usefulness for elderly users or populations with limited exposure to technology. Studies also highlight the need for multilingual support, especially in countries with linguistic diversity, to ensure equitable access to digital healthcare tools.

The relevance of medical chatbots becomes especially clear when examining healthcare systems that face resource constraints. In India, for instance, the literature documents persistent shortages of trained medical professionals, particularly in rural and semi-urban regions. Overcrowded public hospitals, uneven distribution of specialists, and rising patient loads make timely medical consultation difficult for many citizens. In this context, AI-enabled chatbots can serve as a practical first layer of guidance, helping individuals assess symptoms, determine the urgency of care, and avoid unnecessary hospital visits. While they cannot and should not replace clinicians, they can ease the strain on the system by offering immediate, low-cost, and accessible health information.

Overall, the body of literature reveals both the promise and the current limitations of medical chatbots. Researchers acknowledge substantial accuracy challenges but also recognize the rapid progression of the field. The consensus is that carefully designed chatbots—especially those that combine structured symptom-analysis with machine-learning-based understanding—can play an important role in the future of healthcare delivery.

The gaps highlighted across studies, including limited diagnostic accuracy, inconsistent evaluation, and the need for culturally grounded design, create a clear space for innovative projects like yours. By focusing on symptom extraction, transparency, and accessibility—particularly within the Indian healthcare landscape—your system addresses several of the challenges identified in existing research while contributing to an important global shift toward digitally supported healthcare.

METHODOLOGY:

The Automated Healthcare Assistance Bot (AHAB) system you're describing is an innovative application of machine learning to assist patients in independently predicting medical diagnoses. It emphasizes minimizing the need for physician involvement by enabling autonomous analysis through structured AI models.

1. Preliminary preparation stage:

In this context, the AHAB system is designed to limit the number of key terms in a set of medical-related raw questions, which cover various illnesses and contain numerous different keywords in text form. It does this by tracing and filtering out irrelevant words such as verbs, articles, prepositions, and conjunctions through the Prearranged Response and Query Model [PRQM]. The process involves two stages:

First, the system gathers an extensive collection of healthcare dialogue data including a set of questionnaires (Q) exchanged between healthcare providers and patients, sourced from a medical web platform. This dataset is specified. as $Q = Qi$, where Qi represents the ith question for i = 1, 2..., r and j = 1, 2..., m, where Q is the unstructured historical medical question set. The parameter r denotes the total final number of medical-related questions in the collection, and Qi refers to ith question, while m represents the word count of the ith question.

Next, the system identifies stop words in each individual question in the original set Q using the Prearranged Response and Query Model [PRQM]. Utilizing a word matching method, it eliminates the specified stop words from the corresponding questionnaire, defining the pre-processed set as overline{Q} = overline{Qi} for i = 1, 2..., r, where $Q\overline{i}$ represents the ith pre-processed medical question in the final set overline{Q}, which contains r questions. The Prearranged Response and Query Model [PRQM] limit the set of stop words to a fixed Count of frequently utilized basic English words, encompassing verbs, articles, prepositions, and conjunctions.

2. Instruction Stage:

In this context, the PRQM system divides the results from the previous section, specifically the preliminary question set overline{Q}, into a fixed number of distinct health-related category labels employing a probability-driven approach through the Preset Category Label Framework (PCLF), Preset Query and Response Model (PQRM). The PCLF contains a set of class labels for various human illnesses, such as Cold, Fever, and Headache Cough, and is represented as $D = Df$, for $f = 1, 2..., l$, where D refers to the fixed collection of illness tags, Df is the fth disease label, and l denotes the total number of tags in D. Similarly, the PQRM includes treatment or first response instructions for different illnesses corresponding to the preset illness names in PCLF, defined as $S = Sf$, for $f = 1, 2,..., l$, where S represents the fixed collection of queries or responses for the illness tags in D, and Sf is the solution for the fth disease label, with l indicating the number of solutions in S.During the training stage, the system iteratively calculates the possibility between various medical inquiries Q overline{Q} and all the disease tags in D, identifying the corresponding class label for each question by selecting the fth label Df in D that has the highest probability for the ith question in overline{Qi}= overline{Q} , as defined in Equation.

$$DL(overline\{Qi\})= Max\ \{P(overline\{Qi\}|Df|)\forall Df\in\ D, \forall\ \{overline\{Qi\} \in \{overline\ \{Q\}\}\}\}$$

P (overline {Qi}| Df) = Df repeating in overline {Qi} / |overline {Qi}|
Let me know if you'd like further adjustments or need help with anything else! Where overline {Qi} represents the sum of words in the iiith health question in the preprocessed format collection, overline{Q} = overline {Qij} and is the word at position j for $j = 1, 2..., m$.

This process is repeated for all questions in the set overline{Q} = overline {Qi} for $i = 1, 2..., r$, leading to the creation of a trained dataset that includes the medical questions, their affiliated class tags and the assessment solutions linked to those labels. The final trained medical question set is defined as overline {TQ} = overline {TQi} for $i = 1, 2...$, r, where overline {TQi} contains the medical questions, corresponding class labels, and associated diagnosis information.

3.Answer Association:

In this section, the recommended PRQM system determines the assessed query or medical Inquiry concerning the identification of a particular illness that does not have a class label. It classifies the question into the appropriate disease category from the trained questionnaire collection using probability-based classification techniques. Initially, the system processes the test medical question (tq) that lacks a class label through the Prearranged Response and Query Model [PRQM], as previously discussed.

Following this, it calculates the word occurrences within the different illness class tags (DT) in the trained questionnaire collection overline {TQ}, where overline {TQi} consists of r medical questions. Finally, the system computes the conditional probability (P(DL_e|overline{tq}) of the pre-processed test question tq over the illness class tags in the trained questionnaire collection, where DL_e represents the e-th disease label.

This is formally represented in Equation (3):

$$P(DLe|overline(tq)|) = P(DLe)\Pi P(overline(tqj)|DLe|), \forall DLe \in DL, \forall(overline(tqj)) \in overline(tqj)$$

Here, $P(DLe)$ represents the pre-existing probability of the e-th illness tags within the instructed questionnaire collection overline {TQi}, as defined in Equation (4).$P(DLe) = \_\_\_^{W}$ Where W is the count of medical questions classified under the e-th $|TQ|$ illness tags within the trained questionnaire collection and overline {TQi} is the entire count of questionnaire in the training collection. After this, it identifies which disease class the test medical question overline{tq}= overline{tq} belongs to by selecting the class label with the highest conditional probability

$P(DLe|overline(Tq)|)$, as defined in Equation (5):

$$\boldsymbol{DL(overline(tq) = Max\{P(De|overline(tq)|\forall DLe \in DL)\})}$$

In the concluding stage, based on the pattern identification result, the system provides the relevant medical diagnosis or solution DAe for the test question tq. This diagnosis answer DAe is part of the set of diagnosis answers, represented as DA, which contains multiple solutions for different diseases.

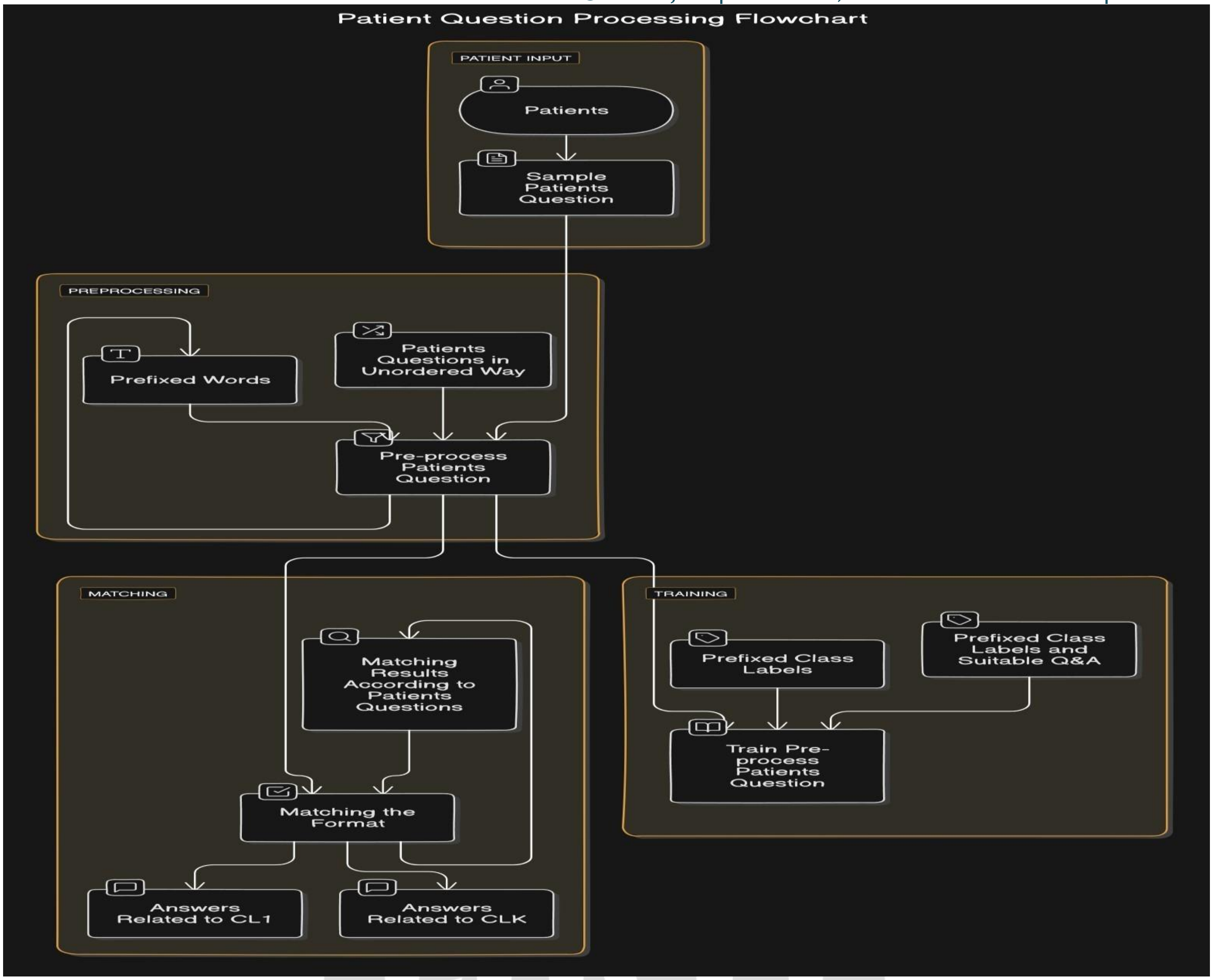
INITIALISE

1. Prearranged the medical questionnaire collection Q=Qi for i = 1, 2, ..., r using the Prearranged Response and Query Model [PRQM], resulting in processed set overline {Q}= Overline {Qi} for i = 1, 2, ..., r.
2. Divide the processed question set overline {Q}= overline {Qi} into k disease class labels using the Preset Category Label Framework (PCLF) & Preset Query and Response Model (PQRM).
3. Obtain the training result overline {TQ} = overline {TQi} for i = 1, 2, ..., k.
4. Count the words for each category tag in the training questionnaire collection DL= DLe for e = 1, 2, ..., k, using Equations (1) and (2).
5. Calculate the probability (P (DL_e|overline{tq}) for each individual class label

(P (DL_e|overline{tq}) in the training collection overline {TQ} = overline {TQi}, applying Equation (4).

6. Compute the conditional prob ability (P (DL_e |overline{tq}) between the processed test question overline{tq} and the Components of the k disease classes in the instructed questionnaire collection overline {TQ} = overline {TQi}, using Equation (3).
7. Identify which class label matches the test question overline{tq} among the k category tags in the instructed questionnaire collection overline {TQ} = overline {TQi}, using Equation (5).
8. Generate the corresponding diagnostic information DA_e associated to the identified category tags DL_e and the assessment questionnaire (AQ).

END.



RESULT:

This section outlines the outcomes of the experimental analysis conducted on the suggested Automated Healthcare Assistance Bot (AHAB) system, particularly emphasizing the ability to process healthcare-related diagnostic queries and responses. To evaluate its performance, a large dataset of medical interaction records was collected, which included collaborations among various patients and doctors, Gathered from medical online platforms. A limited amount of this dataset, containing a limited number of questions, is presented in Table 1. The table highlights specific medical diagnosis questions, showcasing the system's ability to respond accurately and efficiently to health-related queries. Q=Qi for i=1, 2...along accompanied by the word count in each respective questionnaire |Qi|, is also shown.

CONCLUSION:

This article presents an innovative online healthcare functionalities known as the Automated Healthcare Assistance Bot (AHAB), aimed at helping users with several health issues to independently foreseen their health conditions and receive temporary remedies without consulting a doctor. The system utilizes machine learning techniques and operates through four important steps: presetting, instructing, and pattern recognition. During the presetting stage, essential key terms are considered from the user's health-related queries, utilizing theoretical process the improper text data. Building upon this, the system employs a probability-based method, known as the

Preset Category Label Framework (PCLF), Preset Query and Response Model (PQRM), to categorize the pre-processed questions into a limited number of disease related classes. Next, the AHAB system assigns relevant medical advice or temporary solutions to each disease class using the Preset Query and Response Model (PQRM). In its concluding stage, the system processes health queries from users, matches them to an instructed data collection with predefined category tags, and provides corresponding diagnoses. Initial findings suggest that the AHAB system effectively assists individuals in managing their health by offering first aid guidance and prescriptions without needing immediate consultation from a healthcare professional, making it particularly useful in urgent situations.

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